

# **A Study on Job Satisfaction Level of Information Technology (IT) Industry**

**Jaisaa.C<sup>1</sup>, Dr.N. Santhanavadi<sup>2</sup>, Dr.B. Jagadeeswaran<sup>3</sup>, Dr.R. Bhuvaneswaran<sup>4</sup>**

<sup>1</sup>Ph.D (Full Time) Research Scholar, PG& Research Department of Commerce

<sup>2</sup>Associate Professor & Research Supervisor, PG&Research Department of Commerce, Thiruthangal Nadar College, Selavayal, Chennai -51

<sup>3</sup>Associate Professor Head, PG & Research Department of Commerce  
Thiruthangal Nadar College, Selavayal, Chennai -51

Associate Professor, PG & Research Department of Commerce, Thiruthangal Nadar College, Selavayal, Chennai -51

## **ABSTRACT**

Many organizations today focus on fostering a positive work environment that promotes improved learning, productivity, awareness, satisfaction, and overall well-being of their employees, which is essential in today's context. The main emphasis of the Information Technology (IT) sector is not just on maintaining competitiveness in the global marketplace, but also on determining the degree of job satisfaction it seeks to provide for its workforce. This study aims to assess the degree of job satisfaction among employees within the IT sector. The sample group (N=160) includes employees from various levels, encompassing freshers, team leaders, and both junior and middle management. This diversity allows for an assessment of job satisfaction across multiple parameters, including salary, experience, age, and education. Descriptive statistics serves the purpose of collecting and analyzing data. This paper serves as an excellent representation in determining the level of job satisfaction experienced by employees in the Information Technology sector.

**KEYWORDS:** Advancement, Efficiency, Experts, Institutions & Contentment

## **1. INTRODUCTION**

Researchers have diligently sought to understand the fundamental principles that elicit feelings of happiness and satisfaction in humans. Employees represent the most critical assets of an organization, and their well-being is essential for the sustainability and growth of any firm. This can only be realized through achieving a high level of job satisfaction among employees. A workforce characterized by high job satisfaction is known to produce qualitative work, which enhances productivity and facilitates the achievement of organizational goals. This study analyzes various methods, approaches, and techniques that enhance job satisfaction among employees in the IT industry in Bangalore. The objective is to analyze the relationship between employee competency and job satisfaction, as these factors significantly impact their motivation, well-being, and work-life balance. Dissatisfied employees are more likely to lose interest, give up easily, and pursue alternative career options that may not be financially rewarding. A low level of

job satisfaction is evident in the organizational structure and the associated costs of retraining employees, which could mitigate job retrenchments. This study examines the job satisfaction levels that employees in the IT industry aim to achieve. Given the competitive nature of this sector, establishing a stable position in the market is challenging. Additionally, the research addresses factors influencing job satisfaction, including the need for independence and aspirations for growth and success within organizations, which are critical.

### **THEORITICAL BACKGROUND OF THE STUDY**

The notion of job satisfaction delineates the degree of fulfillment an individual experiences in relation to their employment. Individuals who derive greater contentment from their professional roles tend to experience higher levels of overall satisfaction. Content employees or high achievers establish a standard for themselves and exhibit greater productivity in contrast to those who experience dissatisfaction in their roles, leading to diminished morale and a bleak outlook regarding both their personal contributions and the organization they serve. The degree of job satisfaction plays a crucial role in comprehending various elements, including employee attitude, behavior, personality, and emotional stability. Over time, a lack of attention to this aspect may negatively influence the work environment. If appropriate corrective actions are not implemented, a notable decline in employee job satisfaction could ensue, potentially leading to withdrawal or resignation among staff members. The level of job satisfaction among employees in the Information Technology sector in Bangalore can be enhanced by assessing the existing satisfaction levels and formulating techniques and strategies for improvement that are contingent upon employees' acceptance, tolerance, or rejection.

### **PROBLEMS AND PURPOSE OF THE STUDY**

A significant challenge that many IT organizations encounter is the retention of skilled employees. The ongoing endeavor of numerous IT firms to retain skilled talent has become a subject of considerable debate and discourse, particularly as complexity continues to escalate over time. Organizations are meticulously focusing on addressing the needs and requirements of a skilled and talented workforce by offering an array of luxurious perks, benefits, privileges, competitive salaries, flexible work schedules, remote work options, as well as additional advantages and extended vacation periods for the rejuvenation of employees. This examination of job satisfaction levels among IT employees centers on the nature of the work performed, the conditions under which employees operate, and their perception of accomplishment. This study aims to examine various methodologies that IT firms may adopt in leveraging the core competencies and resources inherent within organizations, which would facilitate the enhancement of job satisfaction among employees.

### **REVIEW OF LITERATURE**

Maslow's Hierarchy of Needs theory distinctly outlines the essential requirements that must be fulfilled at each level, including physiological needs, safety needs, social needs, self-esteem needs, and self-actualization needs. Numerous studies indicate that job satisfaction is achieved when specific intrinsic factors are present, including a stimulating work environment, the overall well-being of employees, and appropriate rewards and recognition for their contributions (Pidikoti, Chand, Mohan, Lakshmanan 2014). This study suggests that individuals in the IT sector who achieve job satisfaction at different levels play a role in fostering organizational commitment and job involvement, while also maintaining a balance

between their professional and personal lives. This study focuses on employees within the IT industry, often referred to as potential and knowledge workers. Their roles necessitate a combination of logic, reasoning capabilities, analysis, design, programming, and effective communication of information across various levels. It has been indicated by researchers that job satisfaction is associated with employee attrition, turnover, performance, and productivity (Shore, Newton et. al. 1990).

## RESEARCH METHODOLOGY

This study aims to examine the degree of job satisfaction among IT employees in Chennai city. This study has utilized both primary and secondary data to achieve its objectives. The primary data was gathered through interviews with IT employees, with nearly 160 individuals randomly selected for this descriptive study. Problematic models and tools were not utilized in this research. Basic statistical methods such as percentages and averages were employed to analyze the data.

## OBJECTIVES OF THE STUDY

The primary purpose is to assess the degree of job satisfaction among Information Technology personnel in Chennai.

### Table 1 – RESPONDENT LEVEL AND OCCUPATION CLASSIFICATION

This paper examines job satisfaction among IT employees and aims to empirically investigate the realities of the IT industry in Chennai. It assesses the satisfaction levels of employees across various genders, age groups, educational backgrounds, and working conditions, facilitating an understanding of the professional and individual factors influencing job satisfaction.

INDUSTRY TYPE	CONTRIBUTION OF INDIVIDUAL	JUNIOR	MIDDLE	SENIOR	TOTAL
IT	120	20	10	10	160
TOTAL	120	20	10	10	160

The table 1 presented above illustrates the occupational classification of the sample comprising employees in the IT (Information Technology) industry. The respondents in the IC role (Individual Contributor) account for (n=120) or 75% of the population data), while junior level respondents represent (n=20 or 12.5%), middle level respondents account for (n=10 or 6.25%), and senior level respondents also represent (n=10 or 6.25%).

### TABLE 2 – RESPONDENT GENDER

This distribution illustrates the gender allocation in accordance with the organizational policy, which, as indicated in the table below, promotes and enhances career development.

GENDER	DISTRIBUTION	PERCENTAGE
MALE	90	56.25
FEMALE	70	43.75
TOTAL	160	100

Table 2 illustrates the gender distribution of the sample. Male Respondents consist of 56.25% (n=90) in comparison to the proportion of females. Population 43.75% (n=70)

### TABLE 3 – RESPONDENTS AGE AND JOB SATISFACTION

The respondents' ages are categorized into distinct groups: 25-30 years, 31-35 years, and 36-40 years, as illustrated in the table below.

AGE	DISTRIBUTION	PERCENTAGE
25-30	100	62.5
31-35	40	25
36-40	20	12.5
<b>TOTAL</b>	<b>160</b>	<b>100</b>

The chart indicates that the majority of respondents, including 100 individuals (62.5%), belong to the age range of 25-30 years. This is followed by 25% (40 individuals) in the age category of 31-35 years, while a minor segment, representing senior management, constitutes 12.5% (20 individuals). The data indicates that a significant portion of the workforce involved in the study predominantly comprises individuals aged 25 to 30 years.

### TABLE 4 – RESPONDENTS EDUCATION LEVEL

Education is crucial in an individual's life. In the increasingly competitive IT industry, personnel with appropriate educational qualifications are favored.

EDUCATION LEVEL	DISTRIBUTION	PERCENTAGE
UG	140	87.5
PG	20	12.5
<b>TOTAL</b>	<b>160</b>	<b>100</b>

The table above illustrates the educational attainment of the sample population. 87.5% of the respondents (n=140) possess a graduate level of education, while 12.5% (n=20) hold a postgraduate degree.

### TABLE 5 – RESPONDENTS EXPERIENCE IN THE ORGANISATION

This table illustrates the experience levels of employees in the Information Technology sector.

EXPERIENCE IN YEARS	DISTRIBUTION	PERCENTAGE
LESS THAN 2 YEARS	110	68.75
4-10 YEARS	30	18.75
11-20 YEARS	20	12.5
<b>TOTAL</b>	<b>160</b>	<b>100</b>

The table indicates that the majority of respondents belong to the service group with less than 2 years of experience (n=110 or 68.75%), followed by 18.75% (n=30) in the 4-10 years category of IT experience, and the final category, representing 11-20 years of service, accounts for a marginal 12.5% (n=20).

**TABLE 6 – RESPONDENTS INDIVIDUAL INCOME**

A person's income has a significant impact on their lives. When compared to workers in other professions, the majority of IT (information technology) personnel make a respectable living, and higher salaries translate into a higher standard of life, which raises employee morale and job satisfaction in Chennai.

INDIVIDUAL INCOME	DISTRIBUTION	PERCENTAGE
LESS THAN 40K	100	62.5
LESS THAN 50K	40	25
LESS THAN 60K	10	6.25
LESS THAN 70K	10	6.25
<b>TOTAL</b>	<b>160</b>	<b>100</b>

The table presented above illustrates the spectrum of monthly earnings accrued by IT professionals, along with the corresponding distribution of these figures. The majority of respondents, comprising 100 individuals or 62.5%, report earnings in the range of less than 40,000. Additionally, 25% of respondents, equating to 40 individuals, earn less than 50,000 per month. A smaller segment, representing 6.25% or 10 individuals, falls within the salary bracket of less than 60,000. Finally, another 6.25% of respondents, also totaling 10 individuals, earn less than 70,000 per month.

**TABLE 7 – RESPONDENTS CAREER SPAN AND JOB SATISFACTION**

The respondents' career span and occupational factors have a positive correlation with job satisfaction, which is statistically significant at the 0.01 level.

JOB SATISFACTION	CAREER SPAN			TOTAL
	SHORT	MEDIUM	LONG	
<b>MEDIUM</b>	20	10	10	40
<b>HIGH</b>	80	20	20	120
<b>TOTAL</b>	<b>100</b>	<b>30</b>	<b>30</b>	<b>160</b>

The examination of the data regarding career duration and job satisfaction reveals that a significant portion of time is allocated to the workplace. The data indicates that 80% of individuals with a short career span demonstrate a medium level of satisfaction, while 67% of those with a medium career span report a high level of job satisfaction. Additionally, 67% of respondents with a long career span also exhibit high levels of job satisfaction.

## 2. DISCUSSION

The purpose of this research is to investigate the levels of job satisfaction that may be found among the information technology (IT) personnel who are based in Bangalore. The standard of living, working circumstances, and satisfaction, as shown in the table above, are factors that determine the degree of job satisfaction that employees experience. This study takes into consideration this level of job satisfaction, which offers a baseline for future studies that will be conducted in Bangalore city and other locations. The findings of the study provide evidence that there is a strong correlation between the levels of pleasure experienced by employees and their levels of freedom, in addition to other fundamental criteria.

### 3. CONCLUSION

"Happiness is the very meaning and purpose of life, which is the aim and end of human existence," is what Aristotle said. This study aims to assess the degree of job satisfaction experienced by individuals in the information technology (IT) sector through the use of self-awareness and the practice of directing one's attention inward. Over the course of thirty years, the information technology sector has been responsible for the employment of millions of individuals on a massive scale.

As a result, it is of the utmost importance to consider whether or not the individuals who are employed in the information technology (IT) industry find fulfillment in their work. This is due to the fact that the information technology (IT) sector provides a work atmosphere that is exceptionally agreeable, which leads to employees feeling motivated, which in turn leads to a rise in their level of productivity and, as a result, an increase in their level of happiness with their jobs. For this reason, this study plays an important role in contributing further knowledge and information to the database of the personnel who work in the field of information technology (IT).

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